Ultra ELECTRONICS

MAGICARD®

QUICKSTART GUIDE

RIO AND TANGO PRINTERS

Customers in North America or the EEC enjoy UltraCoverPLus 2 year extended warranty and loaner program

Holo kote	Custom key	Full bleed	holo patch	Mag stripe	Duplex printing
standard	standard	standard	option	option	option

REG No: FM22147

About this Guide

This guide is to assist with the initial physical set up of the printer. Printer driver installation and configuration and printer maintenance instructions are provided in the accompanying CD. The Guide is relevant to a number of different models, so your printer may differ slightly from that illustrated.

The printer models covered by this document include:-

Rio Printer (Std)	M9005-724
Rio Printer (Mag)	M9005-725
Rio Printer (Mag/Smart)	M9005-726
Rio Printer (Smart)	M9005-727
Rio Grande Printer	M9006-045
Rio Contactless Smartcard Printer (Model number depends upon encoding technology)	
Tango Printer (Std)	M9005-776
Tango Printer (Mag)	M9005-777
Tango Printer (Mag/Smart)	M9005-778
Tango Printer (Smart)	M9005-779

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MAGICARD® is registered as a Trademark with the United States Patent and Trademark Office, Reg. No. 2,197,276

The Holokote feature of Magicard® printers is protected by US PATENT No: 5,990,918 and by EUROPEAN PATENT SPECIFICATION EP 0 817 726 B1

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USE ONLY GENUINE MAGICARD DYE FILM

We recommend that you use only genuine Magicard dye film which has been tested for colour fidelity and consistency from batch to batch, and is also guaranteed to safeguard your UltraCoverPlus warranty rights

HOLOKOTE™ SECURITY

Ultra's patented HoloKote™ anti-counterfeiting system is a built-in feature of your Magicard printer and cannot be copied or bypassed. HoloKote™ costs absolutely nothing to use and if you require a custom logo, turnaround times and set up charges for custom keys are minimal.

HOLOPATCH™ CARDS

For even greater security, try HoloPatch™ cards. When you print with HoloPatch™ cards, one of the HoloKote™ security logos is highlighted by a highly reflective 'super-diffuser' patch, making the logo clearly visible at a distance and under all lighting conditions.

CLEANING KITS

The Magicard T-Card cleaning system is easy to use. Regular cleaning is essential to keeping your printer in good shape.

Contact your dealer or Ultra for supplies

www.ultramagicard.com

Limited Warranty Information

1) Coverage: Ultra Electronics Ltd Warrants that the MAGICARD printer shipped with this Warranty statement will conform to the manufacturers specifications and be free from defects in materials or workmanship for a period of **12 months** from the date of original purchase by the user, but there are additional conditions on the printhead Warranty (see paragraph 2).

2) **Limited Printhead Warranty:** Ultra warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of twelve (12) months from the date of original purchase or for a quantity of 40,000 printed cards, whichever comes first, provided that Ultra-approved card media is utilised. If a Warranty claim is submitted for a defective printhead, Ultra will have the right to inspect the printhead and samples of the printed and blank ID cards used with it for the purpose of verifying that the claimed defect has not been caused by non- Ultra approved media, or by foreign particles or substances which have caused chemical or physical damage. Ultra's decision in any such claims shall be final.

3) Warranty Claims: If the MAGICARD printer proves defective during this period, please contact the Ultra Service Center, at the address and telephone/fax number given below. The Ultra Service Center personnel may first ask you to carry out certain simple checks to confirm the nature of the problem, and if a return is appropriate they will give you a Return Authorisation Number and consignment instructions to the appropriate repair center. Ultra will, at its option, repair or replace the defective parts at no charge to the customer.

4) Warranty Limitations: The Warranty does not apply to MAGICARD printers that have been:

- ❑ Damaged through physical or electrical mishandling.
- ❑ Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature, humidity, shock or vibration.
- ❑ Improperly installed or interfaced to other products which may exhibit software problems or expose the MAGICARD to improper voltages or control signals.
- ❑ Fitted with dye film rolls from any source other than Ultra Electronics, or have been used to print on anything other than card surfaces which are approved by Ultra and which will generally be made of PVC, be completely flat, and be free of harmful particles or substances.
- ❑ Serviced or interfered with by anyone other than an Ultra Authorised Service provider.

5) Shipping: Insurance and shipping costs incurred insending the MAGICARD printer for Warranty service are theresponsibility of the customer. Whenever possible Ultra Service Centers will use the same class of shipping service selected and paid for by the customer to return the printer. Return shipping costs from Ultra to the customer will be at Ultra's expense. After obtaining the Return Authorisation Number as described above, the printer should be securely packed in its original packaging with proof of date of purchase and a note describing the problemand quoting the Return Authorisation Number. The printer must be sent to theservice center address supplied with the Return AuthorisationNumber by the main service center. This address may be different to the address listed below, but will generally be closer to you. Please also mark the Return Authorisation Number on the outside of the shipping carton. All customs duties and taxes, if applicable, are the responsibility of the customer.

6) Applicability: The Warranty and remedy provided above are exclusive and in lieu of all other warrants, either express or implied, including but not limited to, implied warranties of merchantability and fitness for a particular purpose. Any statements or representations made by any other person or firm are void. Neither Ultra Electronics Ltd nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental, or consequential damages, resulting from the use or inability to use the Ultra product, whether resulting from breach of Warranty or other legal theory even if Ultra has been advised of the possibility of such damage or loss.

This Warranty is governed by the laws of England. Any dispute arising out of or relating to this Warranty shall be submitted for arbitration of this dispute or disputes pursuant to the rules and regulations of the UK Arbitration Act. This Warranty gives you specific legal rights, and you may also have other legal rights which vary from country to country so the above limitations and exclusions may not apply to all customers.

For Warranty enquiries please call or fax our Warranty Service Manager:-

Ultra Electronics Limited
MAGICARD Service Center
Waverley House
Hampshire Road
Granby Estate
Weymouth
Dorset, DT4 9XD UK
Tel.+44(0)1305 784738
Fax +44(0)1305 777904

Ultra Electronics Inc.
MAGICARD US Service Center
6711 - 176th Avenue NE
Redmond
WA 98052, USA.
Tel: (425) 556 9708
Fax: (425) 556 3962

Note: In addition,your new Magicard printer may be covered by our free 2 year Ultra Coverplus warranty and Loaner programme. See printer side card for details.

Approvals

Federal Communications Commission (FCC) Statement
Warning: This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instructions manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operating in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.
NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Canadian Department of Communications Statement
This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicable aux appareils numériques de la class A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

EC Declaration of Conformity
Manufacturer's Name: Ultra Electronics Limited
Manufacturer's Address: Waverley House,
Hampshire Road,
Granby Estate,
Weymouth,
Dorset DT4 9XD
England
Declares that the products:
Product Name:
MAGICARD® Rio Color Card printer, all variants
MAGICARD® Tango Color Card printer, all variants
Conform to the following product Specifications:
Safety: IEC 950/EN60950
Safety of Information Technology Equipment including electrical business equipment.
Supplementary Information:
Date: October 2000

Ultra ELECTRONICS MAGICARD®

RIO/TANGO PRINTER QUICKSTART GUIDE

www.ultramagicard.com

1 UNPACK THE BOXES

Keep the packaging in case you need to transport the printer in future.

Note: To complete installation and begin using your printer you will also require a roll of a suitable Magicard dye-film (not included).

If you wish to use a custom HoloKote™ logo, you will also need a custom HoloKote™ key (option).

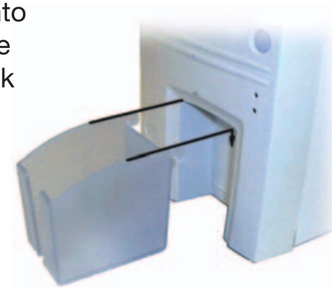
You should have all of the parts shown on the right. If not contact your supplier

PRINTER LOCATION REQUIREMENTS 2

- Sufficient space for:
  - opening the top cover
  - cable access at the rear.
  - allowance for air circulation.
- An adequately ventilated dust free room.
- Access to a properly grounded power supply.
- Ambient temperature +10 to +30 deg C.
- Relative humidity 20 - 70%
- Protection from direct sunlight and chemicals.
- Protection from abrupt temperature changes.

ATTACH THE CARD OUTPUT HOPPER 3

Insert the card collection hopper into the receptacle in the front panel and hook into place.



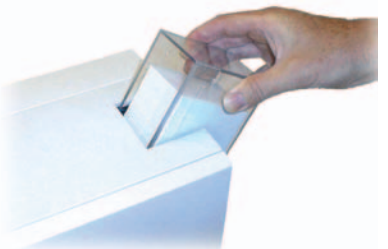
The hopper can hold up to 75, 30mil thick cards, after which it should be emptied. The printer can be operated without the hopper if you wish.

ATTACH THE CARD FEED HOPPER 4

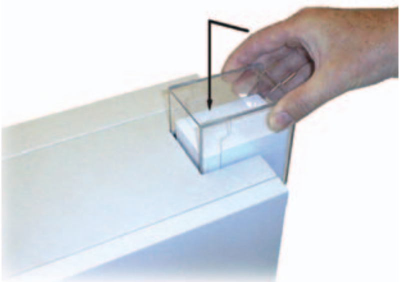
(See the Video on the CD-ROM)

1. Open a clean pack of cards and shuffle them to make sure they are not sticking together. Load the cards into the feed hopper. Avoid touching the card surfaces because fingermarks can effect image quality.

Note: When using magstripe cards, make sure the stripe is on the right and underneath when viewed from the front.



2. Tilt the loaded hopper back as shown, and lower gently into the receptacle at the rear of the printer. You will be able to lower the hopper about 30mm.



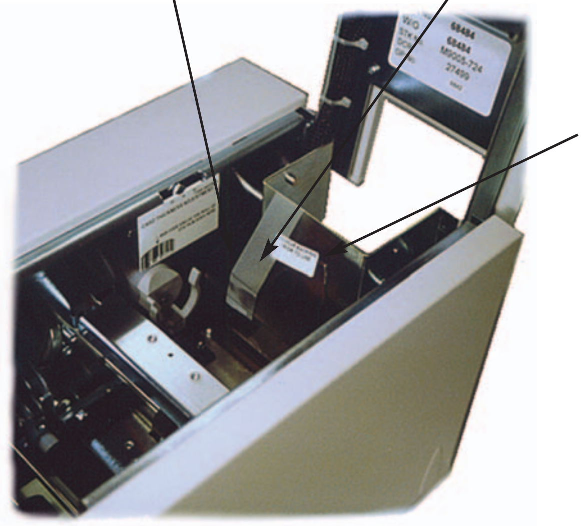
3. At this point, tilt the hopper forward to the vertical position, and lower all the way down until the hopper is completely within the body of the printer.

PREPARE THE CLEANING CASSETTE 5

Press down on the top cover, operate the top cover release catch and open the cover.

First remove the white tape holding the black plastic cleaning cassette

Grip the handle between finger and thumb, then push and release the cleaning cassette



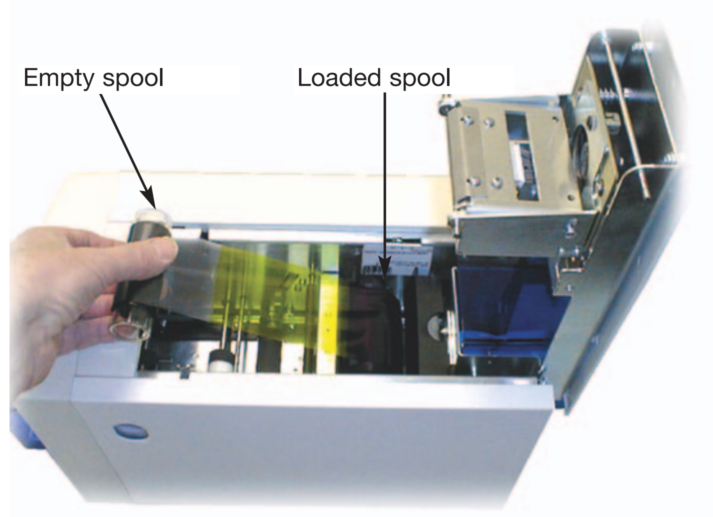
Next remove the orange tape and protective layer from the disposable cleaning cassette roller

Note: This is a good time to familiarise yourself with the way that this automatic cleaning system is designed to operate

Finally replace the cleaning cassette by inserting the roller shaft into the U shaped guides and clicking into place

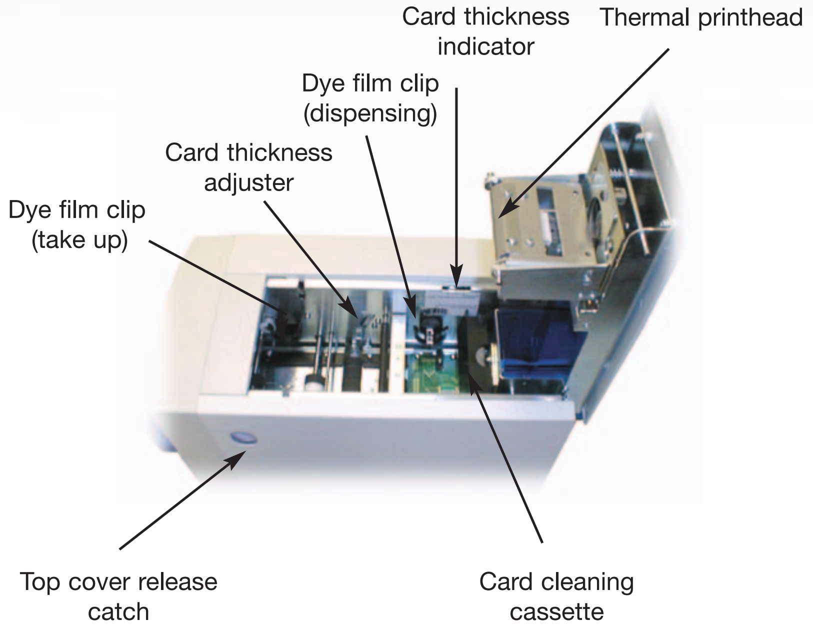
INSTALL THE DYE FILM 6

(See the video on the CD-ROM)



1. Open a new roll of dye film.
2. Place the loaded spool into the clips and press it into place The orientation is correct when the bar code on the end of the spool is adjacent to the label on the side plate. Rotate to make sure that the slot engages with the lug.
3. Place the empty take up spool into its clips, and adjust the film tension so that the film is lying flat and straight between the two spools.
4. Gently close the top cover until it clicks into the closed position. The printer will automatically recognize the type of film that has been loaded.

CAUTION - The use of non Ultra Magicard approved dye film may degrade images and could shorten the printhead life. Damage due to the use of non-approved dye film is not covered by the warranty. Always check the dye film packaging. If in doubt, contact your nearest sales office.

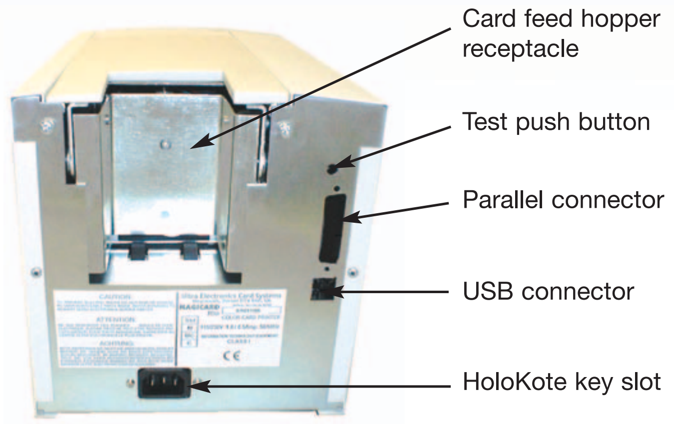


PLUG IN THE PRINTER 7

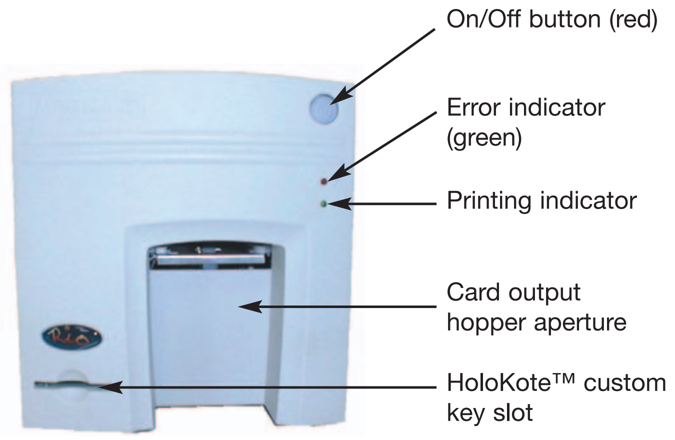
Make sure that the printer is turned Off, i.e. the On/Off button is slightly protruding from the front panel.

Check the label on the rear panel to make sure that the supply requirements of your printer are met by your local AC power supply

Plug the power supply lead provided into the socket on the rear panel of your printer, and the other end into a properly grounded electrical outlet.



Note: The position of the parallel and USB connectors differ from this illustration in some models



PRINT A TEST CARD 8

1. Switch the printer on. You will hear some motor activity and see the indicators flash.
2. When ready, the red Error indicator should be off and the green indicator on.
3. Press and release the small test push button on the rear panel once.
4. After several seconds, the printer will print a test pattern on a card, and feed it to the card output hopper. This indicates that all is well with the printer, i.e.cards loaded, dye film loaded, power is on and lid is closed.

CONNECT THE PRINTER TO YOUR PC 9

Make sure that both the printer and your PC are switched off.

You have two alternative ways of connecting the printer to your computer, a shielded parallel cable or a USB cable.

CAUTION: Only use one cable at a time; do not use both cables simultaneously.

Plug one end of your chosen cable into the corresponding connector at the rear of the printer. Plug the other end of the cable into your computer's printer or USB interface, as appropriate. Switch on the PC and the printer.

LOAD THE CD IN TO YOUR PC 10

Load the CD ROM into the PC you have connected to the printer. If the CD does not run automatically, click the start button, then click on "run". Type "D:\autorun", where D is the drive letter for your CD drive, then press the return key. Now follow the on screen instructions to install the printer drivers. On completion of installation, the Printer Configuration Wizard will be activated to help you easily configure the printer for your particular requirements. The CD also contains a comprehensive User Guide with technical support information and descriptions of the additional features provided by Magicard Rio and Tango printers. It is recommended that this is installed to your hard drive when the printer driver software is installed.

Safety Instructions

Please read all of these instructions before using your printer. Observe the markings on the rear panel of the printer.

- To prevent electric shock do not remove covers.
- Do not attempt to service the printer yourself.
- There are no user serviceable parts inside. In the event of malfunction, refer servicing to your nearest Ultra Electronics service center.
- Use only a power source within the limits marked on the rear panel label.
- Take care not to spill any liquid on the printer.
- Ensure that the power supply cord is not longer than 2 metres and includes a properly grounded connection.
- The printer's Parallel and USB interfaces must never be used simultaneously.
- If using this printer in Germany:
  To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 16 Amp circuit breaker.
  Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.

Warnings, Cautions and Notes

Throughout this guide and in text on the CD, the following conventions are used to identify important information.

WARNING - Warning messages indicate where personal injury could result from not following the correct procedures.

CAUTION - Caution messages indicate where damage to equipment could result from not following the correct procedures.

NOTE - Notes convey important information that is identified within the text.

When Handling the Printer

Avoid touching the thermal printing edge of the thermal printhead. Grease and contamination will shorten its life.

Before transporting the printer, remove the dye film and card hoppers. Pack the printer in its original packaging.

If you have a problem with the installation or operation of your Magicard printer, then first please recheck to ensure that you have followed the instructions given in this guide and on the CD ROM. If you still have a problem you will be covered by our standard warranty and may also be covered by our 2 year UltraCover Plus extended warranty and Loaner Service.
Follow the instructions on your UltraCover Plus warranty card and overleaf under "Warranty" to obtain assistance.
We also recommend that you visit our website www.ultramagicard.com where additional FAQs and technical support information is available, together with a "contact us" E-mail form to report any problems.